

**Recap of August 18, 2004, Meeting
Government Access and Information Committee
12:00pm Room 206 County/City Building**

Attendees: Rod Armstrong, Gwen Thorpe, Jim Langtry, Shannon Ideus, Trish Owen, Brian Pillard, Diane Gonzolas, Doug Thomas, Don Herz, Terry Lowe

Approval of Minutes,

There was a quorum this month so the meeting minutes for May, June and July were approved.

Statistics

NT Server;

There was an all time high in July of 8.4 million hits. The Register of Deeds Office had a 65% increase due to a company running a robot or script. We thought we locked out the IP address of the people who hit the Deeds site last month but we discovered we had not blocked it. Typically, the Deeds averages 50,000 hits per month. In June they had 100,000 and this month there was 300,000 hits. We believe we've now successfully block their IP. These types of hits are blocked because it has the potential of being a denial of service type of attack by flooding the servers with traffic. The County Clerk was up 30%, Planning up almost 50,000 hits which is about a 50% increase. Public Works was up about 60,000 hits which equates to a 20% increase. The City Council was also up in July. Typically, they run in the mid 70's but in May they only had 40,000 hits, in June there were 80,000 and in July they jumped to over 120,000 hits. By factoring in the Register of Deeds "robot hits", (taking 220,000 out), our total would actually be down a little from June.

Multiprise Hits;

The County Treasurer had an all time high of 102,000 hits. Their numbers bounce around a little, last month they were at 90,000 and this month they were over 100,000. The Register of Deed's numbers are also inflated on this platform, they were at 285,000 which is up about 65,000 from prior months. Animal Control had almost 2,600.

Image Hits;

The Register of Deeds had 329,000 hits. The total of 1,350,000 was an all time high for our IMS/Images hits.

CJIS;

CJIS related hits were up 15,000 which puts this platform at an all time high of just shy of 230,000 hits. Accident Reports were down slightly from last month but still very strong at 26,300. Criminal Histories were right at 3,800 and the contractors were down a little to 22,277.

There were just over 8 million total hits on the NT platform. This figure is inflated a little by the denial of service attack on the Register of Deeds, as well as the multiple objects on different pages. There were almost 1.5 million on the mainframe, almost 1.4 million in images (Oracle), and over 225,000 on CJIS.

User Sessions,

There were almost 360,000 users sessions which is one of our highest totals ever. We will look at tracking "Page Hits". This number is different that hits and is a little more accurate indicator because many pages do have multiple images on them. We will start reporting this number because it is a more accurate measure of how many pages of information you delivered.

Web Trends,

We currently use Web Trends to track our internet stats but we may have to discontinue use of this product because the next version is very expensive. They want to sell it to you by the number of hits on your site. There is quite a few people who have given us information about free products available to track these numbers. We are starting to look at these because we can stay with the version we have but if we ever wanted to migrate to version 7.0 it would be \$18,000-\$20,000. The state uses an open source program.

ePayments,

We had a big month for ePayments. There was almost \$275,000 net collected. The total collections were almost \$280,000. The increase is a reflection of tax payments. We are almost at \$3,000,000 in total ePayment collections since we started collected via the internet..

Animal Control licenses were down to just over \$500. Property Tax proceeds were at \$246,000 which is up from \$30,000 in the prior month. There was a slight increase in Parking Tickets to just over \$7,000. Criminal Histories collected a little over \$6,000 and Water Bills were up about \$4,000 to just under \$20,000.

Football Parking,

Online parking reservations went live the first week in August. On August 19, a State wide campaign will begin. They are starting commercials across the State and will be running advertisements in different newspapers across the State. There are two ways this is being publicized. There is an Antelope Valley Public Information Team that is working on one aspect and CIC is also coordinating with the Downtown Lincoln Association which has the park downtown promotion going on. The Antelope Valley Public Information Team sends out a video statewide that has all of the information. Through the Nebraska Press Association, CIC is sending out a news release to every newspaper and every radio station in the State. The video news release went to the all the T.V. stations, and they are also buying an Ad through the Press Association. For \$1,500 you can get an ad run in 171 newspapers across the State. The ad has the Antelope Valley Project information and encourages people to prepay for football parking, or use the Big Red Express. The Downtown Lincoln Association will also have ads and they are doing some statewide things as well. The plan is to do another push half way through the season if parking is not sold out. We do not want to keep advertizing it if parking is gone. DLA is going to have ads and so are four other college campuses that are coming to play here this year. There will be an ad in the Boulder paper for parking ePayments. They have sold almost 200 spots so far. The University purchased several of these parking spaces.

The Mayor is having a news conference on Thursday to talk about Football Parking, the Big Red Express and State Fair parking. The west side of Devaney is torn up so they are encouraging all state fair goers to use 27th Street.

Fist Data Resources Failure,

On Monday, August 16, 2004, ePayments went down but the problem was not with us, it was with Verisign/FDR. Terry called their customer service number and it turns out that the First Data Resources national platform had a problem and all of the sudden all credit cards were rejected. There was about 1 ½ hours where no ePayments were processed. We have never had any issues like this in the past.

We had some problems when they did upgrades in Berkley and they failed to put us in the internet address tables so there has been times when we had no internet traffic. August 16 is the first time with problems on e-commerce.

EPOS,

We have been working on the EPOS system for the County Treasurer tax payments. We have had our first successful test with Wells Fargo this week so we are getting a little closer. They will actually process four credit cards and check cards but it will be more expensive.

County Attorney,

The County Attorney is going to make criminal court schedules available on their web site. You will be able to look up when you have to be in court. How much information is available will be up to the County Attorney. You can look up court appointments by name. Gary has been wanting to do this for sometime. This will only include Lancaster County Court information.

Applicant Tracking,

Applicant Tracking went into production and there is a internet component that is being built which should be done in a month or two. This will give applicants the ability to track their application progress. If you want to fill out a paper application for a City/County job, you will have to go down to the office for a paper application, (printable forms won't be available on the net). There will be terminals in the Personnel office for the public to use. They still will process paper but they are going to push the online process. If you don't complete the supplemental questionnaire on line Personnel will have to enter your answers. All of the ratings will be done electronically which will be a productivity boost for them. All points are assigned in the supplemental questionnaire so as soon as all the applications are in, they can hit a button and all of the applicants are rated and the reports are generated for the top candidates and EEOC profile. It should cut at least four days off the process. The hard copy documents will be logged and scanned. The questions to the supplemental will be entered and scored. Departments will be notified and will be able to look at the applicant information online and they will be able to make their own copies. The Departments will only be allowed to see the top candidates.

Open Enrollments,

On-demand videos for open enrollments were put online this month. Each one of the insurance carriers shot a video clip and all the forms and all of the contact numbers are online. They have reduced meetings by about 40%.

MyInterLinc,

Registration for this is optional. If you do not register for MyInterLinc and use the ePay parking there is no way to get a history on the spots you reserved. When Applicant Tracking is completely online, registration of MyInterLinc will be required for tracking purposes. The profile plants in the information into the different systems so you do not have to retype it. This will also be automatic on the online ACTION Center, when you want to file a complaint and follow it up, if you put it in the profile it will let you look at the progress of your request for service. For Register of Deeds you have to show up at the Deeds office to get a password. Norm is not going to charge for the information and he will probably not refuse any user access, but going this way he will be able to track who is looking at the information if a problem (ie identity theft), should show up down the road.

Next Meeting,

September 15, 2004